To make a payment after an account has been created—ONE TIME card payment

Go to:  www.stpha.org

1) Click once on “Online Rent Payment“

2) Enter User ID and Password (User ID and Passwords are case sensitive and CANNOT be reset by the PHA or US Bank)

3) Click once on “Log In”

***NOTE: (If a payment has been made in the last 14 days an alert will appear, click “continue”)
4) To make a payment (screen shots next page)
   a. Under Rental Payment
      i. Enter account number from statement (from upper right hand corner of statement) must be an eight digit number (enter leading zeros)
   b. Under Payment Information
      i. Frequency Amount – (drop down) - Select “one time”
      ii. Enter payment amount
      iii. Payment date defaults to “pay now” (this cannot be changed)
   c. Under Payment Method
      i. “Select payment method”
      ii. Select “credit/debit card”
      iii. Enter credit/debit card # without spaces or dashes (visa, master, or discover cards only) (once a card # has been entered, future use of this card will auto populate when selecting such card under “saved payment methods”, you will need to enter the Card security code again)
      iv. Enter expiration Date: Month and Year
      v. Enter Card Security Code (3 digit # on the back of the card)
      vi. Verify card billing information (correct if needed) (pre-populated with information entered at registration)
      vii. Check “save this payment account for future use” if you want to use for future payments not currently under recurring payments.
      viii. Verify email address (pre-populated with email entered at registration)
   d. If new payment information needs to be entered hit “use a new payment account” follow the steps to create another payment account

NOTE: if there is account information (savings/checking/card) already saved under your login you will have “Saved Payment Methods” as an option instead of “Select Payment Method”

- Select Payment method (all saved accounts will show up in the drop down) you wish to use

d. If new payment information needs to be entered hit “use a new payment account” follow the steps to create another payment account
5) Click once on “Continue” –

***NOTE: if a payment has been made within the last 14 days an alert message will pop up stating so, click once on “continue payment” if the payment truly needs to be made

6) Confirm the information – **there will NOT be an option to cancel the payment once the “confirm” button is clicked.** (for using a credit/debit card there is a 3% convenience fee – this will show on the confirmation page)

   a. Click once on “Confirm” (once all information is reviewed and verified – as you will NOT be able to cancel the payment after the confirm button is clicked)
7) A confirmation screen will pop up – and an email confirmation will also be sent
Additional notes:

- For a one time payment with a card, you WILL NOT be able to CANCEL the payment.
- When making a “one time payment”, with savings/checking if you cancel the payment you will need to exit the system and reenter to make a new payment. If you don’t log off and back in, the “frequency method” will automatically be set to recurring. Neither, PHA nor US BANK, can reset the “frequency method”, this can only be completed by the user.